



# **California Department of Mental Health**

## **Adult Performance Outcome System**

### **MHSIP Consumer Survey Report**

**CMHDA Region:** Bay Area

**Report period:** 20010101 to 20010630

#### **Purpose Of This Report**

*The purpose of this report is to provide regional and statewide data for the State of California's Adult Performance Outcome System.*

*This report provides summary data from the MHSIP Consumer Survey. The data presented includes:*

*a) how many instruments were completed, b) counts by various demographic characteristics, and c) subscale scores by gender, ethnicity, and diagnostic category. This information is provided for the County Mental Health Program, as well as the California Mental Health Directors Association (CMHDA) region, and statewide.*

#### **About the MHSIP**

*The MHSIP is a 26-item consumer survey designed to obtain client perceptions of their 1) access to care, 2) the appropriateness of the care received, 3) perceived outcomes of care, and 4) general satisfaction. The MHSIP was developed through the collaborative efforts of federally funded Mental Health Statistics Improvement Program. The survey was developed with the direct assistance and feedback of mental health consumers and their families as well as advocates for mental health services. The MHSIP consumer survey is currently used in a number of states across the United States. In addition to the original 26 items contained on the MHSIP, California has added a question about how the client came to be involved with services and whether or not the client is involved in self-help groups if such groups are available.*

*As with several other Adult Performance Outcome Instruments, it is critical to remember that the ratings on the MHSIP represent a consumer's perceptions. Additionally, some data exists to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, in our efforts to continually improve our services, the MHSIP provides an excellent source of information to ensure that consumers, who are central to our system, have the opportunity to shape and improve their care.*

#### **What Is In This Report**

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**Demographic Information For Respondents**

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Total Number of Respondents

CMHDA Region	Statewide
2165	9895

**NOTE:**

In some cases, the percentage of cases reported does not sum to 100%. In such cases, the remaining percentage is comprised of non-respondents or invalid responses.

<u>Gender</u>	CMHDA Region	Statewide
Male	1085	3939
Female	1035	4771

<u>Ethnicity</u>	CMHDA Region	Statewide
Amerasian	4	37
Nat. Amer.	18	82
Asian Indian	3	10
African Am.	253	981
Cambodian	0	12
Chinese	25	94
Filipino	46	103
Guamanian	0	1
Hawaiian	2	7
Hispanic	152	1111
Japanese	10	33
Korean	6	30
Laotian	1	49
Other Asian	17	181
Samoan	0	4
Vietnamese	1	32
White	1103	5163
Other Eth.	19	112
Unknown	505	108

<u>Diagnosis</u>	CMHDA Region		Statewide	
Schizophrenia and other Psychotic Diagnoses	1257	58.06%	4012	40.55%
Mood Disorder Diagnoses	703	32.47%	3927	39.69%
Anxiety Related Diagnoses	70	3.23%	321	3.24%
Other Diagnoses	116	5.36%	478	4.83%
Substance Abuse Related Diagnoses	22	1.02%	80	0.81%

## **How To Interpret MHSIP Scores**

*Always remember that MHSIP scores are client self-reports. Sometimes, factors other than the client's immediate perceptions of care can influence ratings of services. For example, if a client is required to seek services, he or she may resent those services and ratings may have little to do with the actual quality of the services. Additionally, a client's symptoms, physical health, medication, attitude could possibly affect ratings.*

*The MHSIP item scores are based on a 5 point scale that ranges from 1 to 5. Additionally, a zero rating is available for a client to identify items that do not apply. Ratings are defined as follows:*

- 0 = Item does not apply*
- 1 = Client strongly disagrees with the item's statement*
- 2 = Client disagrees with the item's statement*
- 3 = Client feels neutral about the item's statement*
- 4 = Client agrees with the item's statement*
- 5 = Client strongly agrees with the item's statement.*

*The MHSIP subscale scores below are the result of averaging the scores of the items associated with that subscale. Therefore, at a clinical level, it is important to note that although a subscale score may be toward the lower or higher end, the client may have actually reported very strong agreement or disagreement with a particular item but not others. Therefore, it is important to look at MHSIP scores also by item as well as subscale.*

**When interpreting MHSIP subscales, "Higher Scores Are Better" and represent the client's positive perceptions of that aspect of the county's services.**

### **Overall Subscale Averages and Standard Deviations**

<b>MHSIP Subscales</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Access to Care</i>	4.193 ( 0.644)	4.204 ( 0.655)
<i>Appropriateness of Care</i>	4.166 ( 0.638)	4.188 ( 0.630)
<i>Perceived Outcomes</i>	3.806 ( 0.772)	3.744 ( 0.822)
<i>Satisfaction with Services</i>	4.201 ( 0.773)	4.256 ( 0.742)

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**MHSIP Subscale Scores By Gender**

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**Overall Subscale Averages and Standard Deviations**

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Access to Care</i>		
Male	4.159 ( 0.627)	4.159 ( 0.654)
Female	4.227 ( 0.660)	4.243 ( 0.657)
<i>Appropriateness of Care</i>		
Male	4.123 ( 0.615)	4.142 ( 0.627)
Female	4.212 ( 0.655)	4.232 ( 0.630)
<i>Perceived Outcomes</i>		
Male	3.810 ( 0.741)	3.785 ( 0.775)
Female	3.798 ( 0.804)	3.703 ( 0.863)
<i>Satisfaction with Services</i>		
Male	4.156 ( 0.758)	4.190 ( 0.743)
Female	4.245 ( 0.781)	4.308 ( 0.741)

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**MHSIP Subscale Scores By Broad Ethnic Categories**

**Overall Subscale Averages and Standard Deviations**

<b>MSHIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Access to Care</i>		
Asian	4.138 ( 0.648)	4.168 ( 0.613)
African American	4.140 ( 0.643)	4.215 ( 0.669)
Hispanic	4.201 ( 0.705)	4.231 ( 0.654)
White	4.180 ( 0.650)	4.195 ( 0.664)
All Others	4.193 ( 0.644)	4.204 ( 0.655)

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Appropriateness of Care</i>		
Asian	4.109 ( 0.611)	4.151 ( 0.593)
African American	4.066 ( 0.614)	4.161 ( 0.644)
Hispanic	4.167 ( 0.646)	4.219 ( 0.615)
White	4.136 ( 0.667)	4.179 ( 0.637)
All Others	4.166 ( 0.638)	4.188 ( 0.630)

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Perceived Outcomes</i>		
Asian	3.877 ( 0.729)	3.673 ( 0.809)
African American	3.729 ( 0.759)	3.721 ( 0.824)
Hispanic	3.908 ( 0.746)	3.786 ( 0.794)
White	3.816 ( 0.775)	3.743 ( 0.834)
All Others	3.806 ( 0.772)	3.744 ( 0.822)

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Satisfaction with Services</i>		
Asian	4.161 ( 0.638)	4.223 ( 0.656)
African American	4.154 ( 0.783)	4.240 ( 0.774)
Hispanic	4.247 ( 0.799)	4.300 ( 0.699)
White	4.166 ( 0.793)	4.243 ( 0.758)
All Others	4.201 ( 0.773)	4.256 ( 0.742)

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**MHSIP Subscale Scores By Diagnostic Category**

**Subscale Averages and Standard Deviations**

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
Access to Care		
Schizophrenia and Other Psychotic Diagnoses	4.148 ( 0.634)	4.179 ( 0.644)
Mood Disorders	4.248 ( 0.666)	4.224 ( 0.669)
Anxiety Disorders	4.342 ( 0.633)	4.294 ( 0.636)
Other Disorders (Including Substance Abuse-Related Diagnoses	4.245 ( 0.606)	4.210 ( 0.672)
Substance Abuse-Related Diagnoses	4.084 ( 0.578)	4.162 ( 0.616)

**Subscale Averages and Standard Deviations**

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
Appropriateness of Care		
Schizophrenia and Other Psychotic Diagnoses	4.095 ( 0.641)	4.132 ( 0.635)
Mood Disorders	4.265 ( 0.622)	4.240 ( 0.621)
Anxiety Disorders	4.296 ( 0.631)	4.271 ( 0.617)
Other Disorders (Including Substance Abuse-Related Diagnoses	4.264 ( 0.607)	4.236 ( 0.625)
Substance Abuse-Related Diagnoses	4.190 ( 0.425)	4.160 ( 0.526)

**Subscale Averages and Standard Deviations**

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
Perceived Outcomes		
Schizophrenia and Other Psychotic Diagnoses	3.858 ( 0.742)	3.860 ( 0.765)
Mood Disorders	3.742 ( 0.803)	3.640 ( 0.859)
Anxiety Disorders	3.578 ( 0.896)	3.564 ( 0.902)
Other Disorders (Including Substance Abuse-Related Diagnoses	3.787 ( 0.761)	3.697 ( 0.840)
Substance Abuse-Related Diagnoses	3.779 ( 0.639)	3.602 ( 0.737)

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**MHSIP Subscale Scores By Diagnostic Category**  
Subscale Averages and Standard Deviations

<b>MHSIP Subscale</b>	<b>CMHDA Region</b>	<b>Statewide</b>
<i>Satisfaction with Services</i>		
<i>Schizophrenia and Other Psychotic Diagnoses</i>	4.144 ( 0.777)	4.200 ( 0.752)
<i>Mood Disorders</i>	4.293 ( 0.770)	4.303 ( 0.737)
<i>Anxiety Disorders</i>	4.245 ( 0.751)	4.362 ( 0.685)
<i>Other Disorders (Including Substance Abuse-Related Diagnoses)</i>	4.214 ( 0.725)	4.239 ( 0.746)
<i>Substance Abuse-Related Diagnoses</i>	4.018 ( 0.731)	4.156 ( 0.718)

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Each of the MHSIP subscale scores is comprised of the average of ratings a client gives to certain items. The client is asked to identify the extent to which he or she agrees with specific statements. The client is asked to rate each item from "1" meaning strongly disagree with that item to "5" meaning strongly agree. The subscales, items and item averages for the county, CMHDA region, and the state are listed below.

The percent of consumers who reported either "disagree" or "strongly disagree" with the item is listed in the set of columns to the right.

**Items Comprising Individual MHSIP Subscales**

	<u>Average Scores</u>		<u>% Dissatisfied</u>	
	Region	State	Region	State
<b>Access to Care</b>				
4. The location of services was convenient	4.172	4.141	5.88	6.892
5. Staff were willing to help as often as I felt it was necessary	4.306	4.318	3.84	3.467
6. Staff returned my calls within 24 hours	4.222	4.201	4.52	5.480
7. Services were available at times that were good for me	4.250	4.272	3.96	3.647
8. I was able to get all the services I thought I needed	4.148	4.178	5.79	5.736
19. I was given written information that I could understand	4.075	4.134	6.58	5.129
<b>Appropriateness of Care</b>				
9. Staff here believed that I could grow, change, and recover	4.231	4.209	3.89	3.437
10. I felt safe to raise questions or complain	4.137	4.180	6.12	4.884
11. Staff told me what side effects to watch for	4.048	4.071	7.59	7.715
12. Staff respected my wishes about who is, and is not, to be given information about my treatment	4.248	4.307	3.72	2.617
13. Staff were sensitive to my cultural/ethnic background	4.203	4.219	3.40	2.689
14. Staff helped me so that I could manage my life and recover	4.182	4.170	3.05	3.624
15. I felt I was treated with respect by the receptionist	4.247	4.316	3.68	2.840
16. I felt comfortable asking questions about my treatment and medication	4.268	4.299	3.83	3.131
17. Staff and I worked together to plan my treatment	4.234	4.245	3.89	3.265
18. I, not staff, directed my treatment goals	3.917	3.907	8.88	9.651



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**Items Comprising Individual MHSIP Subscales (Continued)**

	<u>Average Scores</u>		<u>% Dissatisfied</u>	
	Region	State	Region	State
<b>Perceived Outcomes</b>				
20. I deal more effectively with daily problems	3.974	3.921	6.81	7.490
21. I am better able to control my life	3.939	3.877	6.64	7.991
22. I am better able to deal with crisis	3.871	3.799	8.50	10.25
23. I am getting along better with my family	3.776	3.786	11.3	11.29
24. I do better in social situations	3.733	3.658	10.3	13.52
25. I do better in school and/or work	3.686	3.603	11.5	14.53
26. My symptoms are not bothering me as much	3.711	3.599	13.4	17.60
<b>Satisfaction with Services</b>				
1. I like the services I received here	4.195	4.293	5.96	3.249
2. If I had other choices, I would still choose to get services from this agency	4.186	4.202	5.51	5.264
3. I would recommend this agency to a friend or family member	4.222	4.285	4.37	3.708

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*The information in this report was not intended to take the place of a thorough and analytical evaluation of the data resulting from the MHSIP as well as the other Adult Performance Outcome instruments. The goal of this report was to provide timely and informative feedback that can be used in conjunction with other system and client-level data to evaluate and improve public mental health services.*

*If you have recommendations on how this report can be improved or for report topics that will provide more meaningful assistance with program improvement, please email Karen Purvis, Lead Staffperson for Adult and Older Adult Performance Outcomes at:*

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